



Admission Policy

The QPG Hub will be open to children aged from 5 to 11 years old, providing the children are self-sufficient as we have no nappy changing facilities. Children will be welcomed from all social, cultural and religious backgrounds.

Admission of children with additional needs will need to be assessed on an individual basis after consultation with the parents and staff to ensure that all needs can be met within staff ratios.

Children will be admitted providing the Manager and the QPG office staff are confident that the Hub can meet their needs without jeopardizing the service in accordance with the Disability Discrimination Act.

A child requiring further support may be admitted if a parent/carer can provide a Key Worker to work with the team and provide appropriate care whilst the child attends the After-School Club.

Every effort will be made to accommodate children with additional needs.

Registration for After-School Club Activities

Bookings into any of the clubs can be done in several ways

- On-line at www.qpghub.com by following the appropriate links on the website
- At the front office of the Wilberforce Primary School during school hours, provided the child you are registering attends Wilberforce Primary School as a student of theirs
- Visit the staff at the QPG Community & Sports Hub, 254 Kilburn Lane, W10 4BA during normal office hours, up to 6 pm Monday to Friday and ask to speak to the manager
- Attend one of our public sessions in Queen's Park Gardens for an application form
- E-mail the after-school hub manager using – afterschool@qpghub.com
- Telephone a member of the team on – 02086162170

QPG Community & Sports Hub and QPG After-School Club endeavour to respond to all requests within 1 working day, however, please be patient with us in busy periods.

Admission to a QPG Hub Activity will typically be on first-come-first-served basis, with registration renewed bi-annually or after two terms. This done in partnership with WCC.

Payments and Cancellations

For details on how to pay, please visit our payment page at www.qpghub.com/fees



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There is a £1 charge per week for all children who attend the daily QPG Hub After-School Club.

For details on our cancellation and late collection policy and associated late collection fees, please see our full terms and conditions on our website at: www.qpghub.com/tcs

Staffing Training

QPG Hub staff are required to make observations of children as part of their training for their childcare qualifications. This includes writing about what they see within the club and what they see the children doing. This is recorded anonymously such as "Child A said this and Child B did this". Currently 3 members of staff are completing this training.

Aims and Objectives

QPG Hub pride ourselves on providing quality, fun, active and affordable childcare during the times parents need it most; before school, after school and during the school holidays. We operate an 8-core value system; encouraging growth in the following:

- **Unity**
- **Perseverance**
- **Resilience**
- **Commitment**
- **Friendship**
- **Respect**
- **Teamwork**
- **Community**

We believe that children need time to formulate their own ideas and build relationships with others in their own ways. To this end we follow the Official Play work Principles as the ethos for our care settings.

Play work Principles

These Principles establish the professional and ethical framework for play work and as such must be regarded as a whole. They describe what is unique about play and play work, and



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provide the play work perspective for working with children and young people. They are based on the recognition that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

1. All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well-being of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
3. The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For staff, the play process takes precedence and staff act as advocates for play when engaging with adult led agendas.
5. The role of the playworker is to support all children and young people in the creation of a space in which they can play.
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
7. QPG Hub staff recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
8. QPG Hub staff choose an intervention style that enables children and young people to extend their play. All workers and multi-sports coaches' intervention must balance risk with the developmental benefit and the overall well-being of all the children.

We aim to keep parents informed by:

- Inviting parents to visit before their children start. This is an open offer to parents.
- Giving all parents a copy of our Parents Guide, which outlines how the QPG Hub operates and includes contact details.
- Notifying the parents of their child's key person when they start at the after-school.
- Making all of our policies available at the Hub for parents to consult when they like.
- Producing a monthly newsletter as well as other regular updates to keep parents up to date with news, events, new staff, and changes to fees, etc.
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible.
- Communicating with parents daily about their child's time at the hub and any development updates or if specific needs are identified.

We actively welcome parents and invite their input into the Hub in the following ways:



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- We collect information from parents which will help their child to settle at the after-school hub (via the Registration and Medical forms).
- We involve parents in settling their children in at the Hub, if required.
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc.).
- We conduct satisfaction surveys with parents and children at the Hub to gain regular feedback.
- All of our staff will wear uniform so that children and parents can easily identify them.
- We always seek and obtain parental permission for, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of hub hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy.